

Ferguson, Veronica Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
20 February 2026

Service provided by:
Veronica Ferguson

Service provider number:
SP2003903977

Service no:
CS2003006739

About the service

Veronica Ferguson provides a childminding service from their property in a residential area of St Leonards, East Kilbride. The childminder is registered to provide a care service for a maximum of six children up to age 16 years of age, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

The service is close to local primary schools, shops, parks and other amenities. Children are cared for in the living room, open plan kitchen and dining room. Toilet facilities are located upstairs. Children have access to an enclosed rear garden.

About the inspection

This was an announced inspection which took place on 20 February 2026 between 15:15 and 17:30. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children using the service
- spoke with families registered with the service
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Key messages

- The childminder provided a welcoming and caring environment for children. This helped them feel safe and confident in the childminders care.
- Quality assurance and self-evaluation processes could be strengthened to support the childminder in their role.
- Children had fun engaging in experiences that met their interests.
- Personal plans should be reviewed in-line with current best practice guidance.
- The childminder had developed positive relationships with children and their families.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

Leadership	3 - Satisfactory / Adequate
Children play and learn	4 - Good
Children are supported to achieve	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

Leadership 3 - Satisfactory / Adequate

Quality indicator: Leadership and management of staff and resources.

We evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

The childminder had created a warm and welcoming environment for children attending the service. This contributed to them feeling safe and happy in the care of the childminder. The vision, value and aims of the service had not been reviewed in some time. We discussed with the childminder on refreshing these in partnership with children and families, helping to ensure this included their needs and preferences. In addition, this would help them to feel included in the service.

The childminder had some core training planned to refresh their knowledge, for example, first aid training. However, they had not completed recent child protection training and this was not planned at the time of inspection. We discussed with the childminder the importance of ensuring they refresh their knowledge to contribute to keeping children safe. In addition, we suggested the childminder reviewed best practice documents to ensure their knowledge was up to date and they were aware of any changes in guidance to help support them in their role. This would help the childminder update policies to reflect current guidance and ensure records were well maintained, such as, personal plans (see area for improvement 1).

The childminder responded to children's individual needs and interests, likes and dislikes. However, there was no formal approach to self-evaluation. Moving towards formalising approaches could help the childminder to identify what is working well and where improvements could be needed. We discussed the 'Quality improvement framework for the early learning and childcare sectors: childminding' to support the childminder with self-evaluation.

Areas for improvement

1. To support children's wellbeing and development, the provider should access training relevant to their role and apply learning in their practice. This should include, but not limited to, reviewing best practice guidance and engaging in child protection training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

Children play and learn 4 - Good

Quality indicator: Playing, learning and developing.

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Children attended the service after school and enjoyed spending time with the childminder at the kitchen table, engaging in craft experiences. The childminder interacted with them in a kind and supportive way. For

example, asking about their creations and supporting them to have all the tools they needed to complete creations. Children enjoyed the engagement from the childminder and shared their ideas with them and included them in their play. This helped strengthen relationships and supported children to feel valued.

The childminder knew children well and asked questions that peaked their interests. For example, when they expressed what career they would like to have when they were older, the childminder chatted with them about this. This approach to taking an interest to children's aspirations helped them feel heard and supported their wellbeing.

Children had access to outdoors through walks from school to the service and an enclosed rear garden. This helped ensure they had time outside, in the fresh air, supporting their physical development and wellbeing. The childminder told us of fruits and vegetables that had been planted in the garden and children enjoyed tending to these and eating them. This helped support children's connection with nature and offered new learning experiences.

Children are supported to achieve 4 - Good

Quality indicator: Nurturing care and support.

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Children were happy, settled and confident in the care of the adult. The childminder interacted with them in a kind and warm manner, helping them to feel safe and secure. Regular checks in with children helped support their wellbeing. The childminder asked children for their ideas and opinions, helping them to feel included.

The childminder knew children well and confidently shared their preferences. Personal plans in place provided opportunities for information to be recorded to help meet individual needs. We discussed with the childminder on ensuring personal plans were reviewed regularly with children and families to ensure these were reflective of children's current likes and dislikes. The childminder agreed to review these.

Positive relationships had been developed with families and they were welcomed into the setting when collecting their children. Regular communication took place through face to face discussions and at times, through text messages. This contributed to parents feeling informed and kept up to date.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

Leadership	3 - Satisfactory / Adequate
Leadership and management of staff and resources	3 - Satisfactory / Adequate
Children play and learn	4 - Good
Playing, learning and developing	4 - Good
Children are supported to achieve	4 - Good
Nurturing care and support	4 - Good

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11 Riverside Drive
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